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May 1, 2007

Ms. Marlene H. Dortch  
Secretary Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, DC 20554

MAY 08 2007

Re: CC docket No 96-128

Dear Ms. Dortch:

I am writing you to show my support for the Wright petition, CC docket No. 96-128.

I am one of those family members that has anywhere from \$25 to \$75 per month on my phone bill for calls from my Brother in prison. These calls are only 15 minutes and my Brother is only allowed 4-calls per week.

Not only the high cost of the phone calls (at \$7.95 each 15 minutes) technical problem plague at least one out of every three calls, my brother makes to me. This forces us to hang up and he has to call again, creating double charges for one call plus it takes away from his 4-calls per week, or we have to repeat everything said, twice or three times during the conversation. Also every once in a while my brother's calls will be blocked and he has to complain before his phone service is restored.

The telephone service provider (I do not know which company) for the Arizona Prison system, also is scamming families, by calling **and** saying they will cut off access/calling privileges from the inmates to their family, unless the families subscribe to their service or prepay for their service. My Parents (who are in their 80's) were subject to this scam and it stressed my Mother to the point she was on the verge of a nervous break down. Phone calls are the only contact she has to my brother and for phone service provider to tell her the access will be cut off unless she subscribes is appalling. My Father (now deceased) finally stepped in and told them he did not have a contract with them, and he paid the reverse phone charges through QWEST and never to call them again; since then they have not had problems. This phone service provider has called me also, and I took my cue for my Father and told them the same thing- since then I have had no more problems either. However, several other inmate families that I know are having problems and those problems are on going. Many people don't realize that this is a scam, and the threats of being cut off from family causes them to fall victim. These scams are criminal and need to be investigated. There needs to be a Hot-Line so these scams/criminal practices by the phone service providers can be reported and investigated:

I strongly agree with the letter you received from Prison Legal News, dated April 19, 2007, and I strongly encourage the FCC to consider all their comments and establish reasonable rates and caps to help protect the price-gouging and monopolistic practices of the prison phone service providers. I hope you will be able to pass this petition and give **us** some relief from exorbitant phone bills and practices.

Sincerely,

*Christine Deal*

cc: Prison Legal News

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